

Caitlin Mendez – Resources

Friday Group Team Mastery Lunch n' Learns

2nd Friday of every month

60 Minutes

Zoom Meeting Links below

Open to the entire team and will be a group training with other DSI teams/offices

Sessions will be recorded

Start time for each session: 11:00am PT

Topic Schedule and Dates:

RECORDED - Session 1 (11/13/2020) - Gaining Case Acceptance

RECORDED - Session 2 (12/11/2020) - Maintaining full schedules

RECORDED - Session 4 (2/12/2021) - Winning Phone skills + Converting new patients

RECORDED - Session 5 (3/12/2021) - Dealing with difficult patients and reviews

RECORDED - Session 6 (Postponed to 4/16/2021) - Creating a culture of excellence

RECORDED - Session 7 (5/14/2021) - Inter-office Communication and teamwork

RECORDED - Session 8 (6/11/2021) - Setting and Hitting Goals

RECORDED - Session 9 (7/9/2021) - The magic to Same Day Treatment

RECORDED - Session 10 (8/13/2021) - Leadership + delegation

RECORDED - Session 11 (10/8/2021) - Hiring for Success

RECORDED - Session 12 (11/12/2021) - Scorecards, training, and accountability

RECORDED - Session 3 (12/17/2021) - Explaining Dental Procedures and Terminology

Please add these sessions to your team calendar with the Zoom link for easier reference at the time of the zoom meeting.

All recorded session can be found here: <https://vimeo.com/showcase/7835693>

Password: dsi

DSI - Monthly Team Coaching

Each Mastermind will get 1 private team coaching call with Caitlin per month that will be 60 minutes long. This can be for the doctor or the team depending on what is needed.

[Caitlin Monthly Team Coaching Call Link](#)

Coaching Strengths/Topics: Hiring, Gaining case acceptance, training admin staff on dental basics, terminology, insurance, team culture, ortho billing, clear aligners, patient experience